

IOT Data Center Services - 2016

Who We Are:

A 9-member team that manages statewide server infrastructure.

Our Mission:

Maintain and maximize server hosting environments, providing highly available enterprise services.

Department: 493022

Manager: Mitch Baker

What We Do:

The team supports approximately 1,500 physical servers and approximately 2,400 virtual servers with multiple petabytes of storage and backups. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Our Products:

1050	Physical Server Hosting	1177B	Archive Storage
1052	Virtual Server Hosting	1177C	E-Mail Overage
1052A	Virtual Server Hosting (Extra CPU)	1177D	Archive Email Overage
1052B	Virtual Server Hosting (Extra GB RAM)	1177E	Oracle UCM
1177A	Tier 1 SAN Storage	1177F	105203 Additional Gig SAN

Our Tools:

vFire	Ticket Management and SLA Measurement
EMC Unisphere	Management of EMC Storage Applications
Enterprise Vault Sys Mgr	Enterprise Vault Archived Email Administrative Console
Exchange Sys Mgr	Email Administrative Console
Netscaler	Citrix NetScaler combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single, comprehensive platform.
Oracle WCC Admin	Management of WCC
SCCM	System Center Configuration Manager provides remote control, patch mgt, software distribution, operating system deployment, network access protection and hardware and software inventory.
vCenter System Mgr	VMware vSphere management of ESXi Hosts (VM Hosts) & VMs
vRealize Ops Mgr	VMware vSphere monitoring and mgt for vSphere environments (ESXi Hosts, Virtual Machines, vSphere Datastores, Virtual Networking)
XtremIO System Mgr	Management of XtremIO Storage

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Server and Storage Availability: 99.9% + G; 96.9%+ Y; <96.9% R

Our Customers:

Executive Branch, Judicial Branch and Secretary of State.

Our Budget:

\$15 million (Physical Server Hosting: 2.3m; Virtual Server Hosting: 3.9m; Storage 8.9m)

Recent Major Accomplishments:

- Upgraded Extranet row to support 10GB
- Relocated C5 row to newer row to improve redundancy
- Deployed VPLEX technology to support multi-site high availability
- Replaced MDS switches in Indianapolis to support 16GB FC

- Implemented Isilon to store archive backups
- Migrated the majority of virtual machines to all flash array

Current Projects:

- Upgrade VMware environment to version 5.5
- Migrate storage to all flash array
- Migrate home directories and shared folders to newer array
- Refresh L5, SDC-C, SDC-D and NTS rows in the Indianapolis data center
- Migrate Cisco UCS to standard code levels & enable redundancy at each connection
- Refresh remote servers with newer/non-Windows 2003 servers